

**Message: RE: Discharge issues****✉ RE: Discharge issues**

**From** Kraft, Emily  
**To** 'Carrie Hoelscher'  
**Cc**

**Date** Wednesday, April 12, 2017 9:19 AM

 [image001.jpg](#) (3 Kb HTML)  [image002.png](#) (7 Kb HTML)

The system isn't allowing the case manager to discharge because she hasn't actually entered an EPDS form yet. When the client selects the "client discharged before delivery" option on the BO, it's true that the system automatically selects the same option on the EPDS form. However, that doesn't mean the EPDS form is completed. The case manager still has to enter a review date and hit submit at the bottom in order for the system to save the EPDS form.

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**From:** Carrie Hoelscher [mailto:[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)]  
**Sent:** Wednesday, April 12, 2017 9:09 AM  
**To:** Kraft, Emily  
**Subject:** RE: Discharge issues

[REDACTED]

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**From:** Kraft, Emily [mailto:[Emily.Kraft@oa.mo.gov](mailto:Emily.Kraft@oa.mo.gov)]  
**Sent:** Wednesday, April 12, 2017 8:24 AM  
**To:** 'Carrie Hoelscher' <[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)>  
**Subject:** RE: Discharge issues

What is the client's name?

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**From:** Carrie Hoelscher [mailto:[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)]  
**Sent:** Wednesday, April 12, 2017 8:19 AM  
**To:** Kraft, Emily  
**Subject:** Discharge issues

Good Morning Emily,

Rachel House is now having a new issue with discharging a client that left the program before delivery. Please see her communication to me below:

*"This client left before delivery. In the BO I selected 'Client left program before delivery' and hit submit, no problem. Was instructed to go directly to DC her but when I try it says Birthing Outcome & EPDS must be completed. I went to make sure the BO was done and it is. I went to the EPDS and it's defaulted to 'Client left program before delivery' but I'm still unable to DC her."*

I have had other subcontractors that were able to discharge clients who left the program prior to delivery with no problem. They were able to select "Client left program before delivery" on both

forms and then discharge correctly. I'm not sure what the problem is here, as this seems to either be a new issue or an isolated problem. How should I tell her to proceed?

Thank you!

*Carrie*

Carrie Hoelscher

A2A Program Manager



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